

Yvette Jackson, Capital One, Business Analyst - Director



Yvette is a Business Analyst Director for Capital One and lives outside of Richmond, VA. Yvette has successfully led Business Analytics and Strategy teams in the Retail Bank, Risk Management, and Commercial line of business during her time with Capital One. Most recently, Yvette has been leading the Operations Strategy and Analytics team within Retail Customer Protection (CP) where she not only led a massive culture shift around the way the business engaged with partners and customers, but also set the team up for success by leading a critical agenda which resulted in the operation being better managed and confident when making high visibility strategic decisions.

Yvette holds a degree in IT Management and has a Six Sigma Business Process Management Certification. She holds a patent with Capital One for a Machine Learning Model that was implemented in Operational Risk Management.

Yvette is a recent graduate of the Partners in Policymaking Program with the Virginia Board for People with Disabilities, joining 400+ individuals that have gone through advocacy training and skill-building workshops designed to hone them into effective and passionate advocates. Yvette has five children, one of whom is legally blind.